

**STATE OF ALABAMA**  
**REQUEST FOR PROPOSAL**  
**OPERATIONAL BENCHMARKING SERVICES**

**SECTION I – GENERAL INFORMATION**

**I.1. OBJECTIVE:** The objective of this Request for Proposal (RFP) is to provide sufficient information to interested Vendors to prepare and submit Proposals for consideration by the Department of Finance, Information Services Division, hereafter referred to as the STATE to establish performance measurements and to benchmark the State Data Center, statewide data communications infrastructure, and the State's centralized printing and publication operations.

**I.2. RESPONSE PREPARATION AND PROPOSAL FORMAT:** The Proposal must be in the same format and sequence as presented in this RFP. The Proposal must include: (a) a statement of compliance with the mandatory requirements, (b) complete service and product information, including technical and descriptive literature, and (c) any other requirements set forth within this Proposal. Information submitted shall be sufficiently detailed to substantiate that the services and products offered meet or exceed the requirements. The requirements stated herein are considered mandatory unless otherwise stated.

The information submitted by the Vendor will be used for a technical and cost evaluation. The STATE may use any other information submitted with the Proposal for evaluation purposes.

**I.3. RESPONSE SUBMISSIONS:** The Vendor must submit a signed and notarized printed copy of their Proposal Response and a soft copy on a properly labeled CD, which is to present ALL PROPOSAL AND PRICING DATA clearly and completely. The STATE is not liable for any cost incurred by a Vendor responding to this RFP.

**I.4. INQUIRIES:** Any questions about the RFP must be submitted in writing to:

Mr. Eugene J. Akers  
Department of Finance  
Information Services Division  
Folsom Administration Building  
64 North Union Street, Suite 200  
Montgomery, Alabama 36130  
Fax # (334) 242-7002

**I.5. PROPOSAL AWARDS:** The State reserves the right to issue separate contracts or a single contract based on each service described in this RFP. The contract(s) resulting from this solicitation shall be fixed-priced not to exceed a period of twelve (12) months from the initial contract award date.

**I.6. CRITERIA FOR SELECTION:** Selection will be based on all factors listed below and others implicit within this RFP. The presentation sequence of the criteria below does not indicate their precedence.

(1) Requirements. Proposal must meet all requirements.

- (2) Qualification. This criterion includes an evaluation of:
  - (A) Vendor's past experience
  - (B) Ability of the Vendor to perform the terms of the RFP
  - (C) Quality and relevancy of the services and products proposed
- (3) Support. This criterion includes an evaluation of any and all support proposed by the Vendor.
- (4) Cost. The STATE awards contracts to the lowest cost, responsible Vendor responding to the RFP that in the STATE's determination meets or exceeds the criteria specified for selection.

**I.7. ADDITIONAL INFORMATION AND COMMENTS:** The Proposal should include any additional information that is believed to be pertinent but not explicitly requested in this RFP.

**I.8. ORAL PRESENTATIONS:** Oral presentations may be requested/permitted if necessary to properly document compliance with the requirements of this RFP. The STATE will not be liable for any costs associated with the presentations.

**I.9 PROPRIETARY INFORMATION:** Proprietary information submitted in response to this RFP will be handled in accordance with applicable STATE procurement regulations and laws.

**I.10. ADDENDUM TO RFP:** Any changes or modifications to this RFP will be issued by the Information Services Division, Department of Finance, and posted to its Professional Services Contracts website ([http://www.isd.state.al.us/ps\\_contracts.aspx](http://www.isd.state.al.us/ps_contracts.aspx)). An e-mail notification will be sent to the primary contact information provided by the Vendor in their Notice of Intent to Submit a Proposal

**I.11. STANDARD CONTRACT:** The STATE reserves the right to incorporate standard STATE contractual provisions into any contract executed as a result of any Proposal submitted in response to this RFP. Appropriate STATE contract laws, terms, and conditions will apply. The contract will be subject to the laws of the STATE and to review by legal counsel of the Department of Finance as to legality of form and compliance with STATE laws and the terms and conditions of this RFP. Any contract resulting from this RFP will also be subject to review by the Alabama Legislative Contract Review Committee, Examiners of Public Accounts, and the Office of the Governor. The RFP and Vendor's response will become part of any contractual agreement.

**II.12 SECURITY/NON-DISCLOSURE STATEMENT:** The successful Vendor must ensure that all personnel involved with any project shall be advised, and acknowledge in writing, of the confidential nature of the information contained in the STATE files, the safeguards required, and the criminal and civil sanctions for non-compliance in Federal and State statutes.

**I.13. NON-APPROPRIATION OF FUNDS:** Continuation of any contract between the STATE and a Vendor beyond a fiscal year is contingent upon continued legislative appropriation of funds for the purpose of this RFP and any resulting contract. Non-availability of funds at any time shall cause any contract to become void and unenforceable, and no liquidated damages shall accrue to the STATE as a result. The STATE will not incur liability beyond the payment of any accrued contract charges.

**I.14. PRORATION:** Any provision of a contract resulting from this RFP to the contrary notwithstanding, in the event of failure of the STATE to make payment hereunder as a result of partial unavailability, at the time such payment is due, of such sufficient revenues of the STATE to make such payment (proration of appropriated funds for the STATE having been declared by the Governor pursuant to Section 41-4-90 of the Code of Alabama 1975), the Vendor shall have the option, in addition to the other remedies of the contract, of renegotiating the contract (extending or changing payment terms or amounts) or of terminating the contract.

## **SECTION II - VENDOR IDENTIFICATION AND INFORMATION**

**II.1. COVER LETTER:** The Vendor must provide a signed letter of transmittal briefly stating the Vendor's understanding of the work to be done, and stating why the organization is believed to be qualified to perform the services. No mention of price is to be contained in the cover letter. Further, the cover letter must indicate that the Proposal is good for a minimum of 90 days and acknowledge any addenda to the RFP. This letter must be signed by a responsible party of the Vendor's organization.

**II.2. CONTACT INFORMATION:** The Vendor must specify the name, title, office address, brief resume & business telephone number of those individuals responsible for the performance under the anticipated contract resulting from this RFP, including those individuals with primary day-to-day responsibility for the services contemplated herein, and specifying their relevant industry experience and location.

**II.3. ORGANIZATION BACKGROUND:** The Vendor must provide a brief, general background description of the organization, including:

- its full company or corporate name, address of the headquarters office and the office to serve the STATE,
- how the business is organized (proprietorship, partnership, corporation, L.L.C.), parent or subsidiary corporations,
- the name, office address, and business telephone numbers of the principal officers of the organization,
- the year in which the Vendor was first organized to do business,
- the percentages and types of other services that Vendor provides; and,
- the organization's experience in providing benchmark and measurement services.

**II.4. FULL-TIME EMPLOYEES:** The Vendor must specify the number of remote and local, full-time employees dedicated to performing the services covered under this contract

**II.5. MISSION/BUSINESS STATEMENT:** The Vendor must provide a copy of their organization's mission or business statement and customer service philosophy.

**II.6. REFERENCES:** The Vendor must provide a list of at least five (5) references for which your organization has provided services, which are the same or substantially similar to those specified herein for a comparably sized firm, within the past two years.

**II.7. FINANCIAL STATEMENTS:** The Vendor must provide a copy of the Vendor's audited financial statements for the most recent fiscal year in a separate sealed envelope and clearly marked as such.

**II.8. TIME REQUIRED:** The Vendor must provide their best estimate, based upon usual and customary experience, that the firm, should it be selected as the successful Vendor, anticipates will be required to conduct legal review and contract negotiations.

**II.9. POTENTIAL CONFLICTS OF INTEREST:** The Vendor must state clearly any potential conflicts of interest. The Vendor must commit to provide a completed Disclosure Statement Act 2001-955 resulting from an award of this RFP. The disclosure statement may be found at the following website: ([www.ago.state.al.us/publications.cfm](http://www.ago.state.al.us/publications.cfm)).

### **SECTION III - EVALUATION OF PROPOSALS AND AWARD**

**III.1. PROCEDURE:** After receipt of the Proposals, the STATE will evaluate the RFP's to determine those Vendors who are qualified and will then further determine which, in its sole judgment, is the best overall Proposal.

**III.2. PROPOSAL EVALUATION:** The criteria that may be used to determine the successful Vendor include, but are not limited to, the following (not in any order of priority):

- Evidence provided by the Vendor of its capability to provide the services as required;
- Bidding firm's relevant experience and knowledge of the STATE's proposed requirements;
- Vendor's proposed fee structure;
- Compliance of Proposal response with STATE'S RFP; and,
- Business reference checks feedback from comparable firms.

**III.3. RESERVATIONS:** The STATE reserves the right to reject any or all Proposals, or any part thereof, if such action is deemed to be in the best interest of the STATE.

**III.4. RECISION OF AWARD:** Should an award be made by the STATE, and prior to execution of a contract, subsequent information indicates that such award is not in the best interests of the STATE, or the parties are unable to come to agreement on contract terms, the STATE reserves the right to rescind said award and either award to another Vendor candidate or reject all proposals.

**III.5. FALSE OR MISLEADING STATEMENTS:** Proposals which contain false or misleading statements, or which provide references which do not support an attribute or condition claimed by the Vendor, may, at STATE's sole discretion, be rejected.

**III.6. COMPLETENESS OF PROPOSAL:** A Proposal may be rejected if it is conditional or incomplete, or if it contains any alterations of form or other irregularities of any kind. A Proposal shall be rejected if any such conditions, incompleteness, alterations, or irregularities constitute a material deviation from the RFP requirements.

## **SECTION IV - SCOPE OF SERVICES**

**IV.1. OVERVIEW:** As the central information technology authority for the State of Alabama, the Information Services Division provides a variety of services to the participants throughout the network of state agencies and is heavily dependent upon technology to provide these services.

The Information Services Division (ISD) information technology (IT) staff maintains an extensive computing environment to meet its customers' needs. The IT staff constantly investigates improved methods to provide these services through the use of new technology and services. As part of its authority, ISD is seeking to evaluate the overall capabilities of its major services. The State of Alabama wishes to measure its current operations against best practices that will lead to superior performance. The success of ISD depends on its ability to establish operating targets based on the best possible practices in the industry. As part of this process, ISD wishes to develop best practices metrics to measure its capabilities.

**IV.2. SCOPE OF SERVICES:** The purpose of this solicitation is to acquire benchmarking and measurement services meeting the requirements and provisions stated herein.

The scope of services is defined as follows:

1. Identifying what is to be benchmarked
2. Identifying comparative companies
3. Identifying data collection methodology
4. Data collection and analysis
5. Determining current "performance gaps"
6. Establishing future performance levels and metrics
7. Establishing performance scorecards and procedures for future evaluation
8. Presentation of findings and recommendations

Services are to be provided in the following specific areas:

1. Data Center
2. Data Network
3. Printing and Publication

**IV.3. TECHNICAL REQUIREMENTS:** The Vendor must meet or exceed the following requirements:

1. The Vendor must demonstrate a viable, long-term benchmarking capability.

2. Vendor must have been in business for at least 5 years with demonstrated growth in revenue and profitability.
3. Vendor must have a substantial data base of metric and performance data associated with the size and scope of the State facilities, including government entities. This active base must include at least 250 organizations including government agencies.
4. Vendor must use a nationally or internationally certified methodology for data collection and analysis.
5. Vendor must provide a full suite of benchmarking services, including data center operations, data networks, distributed computing, call centers, and document management.

**IV.5. SINGLE POINT OF CONTACT:** The Vendor must provide a single point of contact for all services covered under this contract.

## **SECTION V – PROPOSAL FORMAT**

All Vendors must respond to the RFP, utilizing the format described in this section (e.g. PART A, PART B, etc.), and to each section described below, providing, at a minimum, the information requested for each section or sub-section. **VENDOR MUST EXPRESSLY SET FORTH IN RESPONSE TO PART F ANY EXCEPTION(S) IT HAS TO THE RFP REQUIREMENTS. ANY EXCEPTION NOT EXPRESSLY SET FORTH WILL BE DEEMED WAIVED.**

### **PART A: PROPOSAL AND ADMINISTRATIVE REQUIREMENTS**

1. Include all documents, information and statements required in Sections I, II, III and IV.
2. Acknowledge acceptance of all Vendor requirements (Section IV) and all terms set forth throughout this RFP.

### **PART B: RESPONSE TO SPECIFICATIONS**

1. Any exceptions to the RFP requirements set forth in response to this PART B must be restated in response to PART F below.
3. Include, in this Part, any items that the STATE may not have addressed that may be beneficial to the project. Specifically proposed items must be identified as such, and any applicable costs must be included in PART C.

### **PART C: FEE PROPOSAL**

1. Vendor must provide its Proposal for **all** costs associated with the response in ATTACHMENT A – COST SHEET.
2. **Vendor must provide a separate cost associated with the different services to be provided.**
3. Vendor must indicate any proposed special pricing considerations that may be available to the STATE.
4. Vendor must indicate its offerings for methods and timings of payment that meet the STATE's requirement arrears payments only.
5. Vendor must indicate other services that could be offered, with any additional costs related to such services identified separately.

### **PART D: INNOVATION AND COMMENT**

1. The Vendor may include any other information believed to be pertinent but is not specifically asked for in this RFP.
2. The Vendor may explain innovations or alternative approaches available from any area of this RFP.
3. The Vendor may provide suggestions of other products or services available from the Vendor that may assist the STATE.

### **PART E: OTHER DOCUMENTS**

The Vendor may submit the following documents, as applicable :

1. Any addenda to the RFP.
2. Proposed contracts and/or specific terms/conditions.
3. Miscellaneous certifications and resumes of personnel that would typically be assigned to work in each of the task areas to which your firm is responding.
4. Evidence of insurability (either in the form of a certificate or a letter from the applicable agency providing confirmation of insurability).

**PART F: EXCEPTIONS SUMMARY**

List and fully explain all exceptions taken to any term or condition of this RFP.



**ATTACHMENT A**

**PRICE SHEET**

**BENCHMARKING SERVICES**

<b>Service</b>	<b>Proposal Cost</b>
<b>Data Center Operations</b>	
<b>Network Operations</b>	
<b>Printing and Publication</b>	

**Note: Costs are considered to be a turn-key proposal to include ALL associated costs, i.e., consultant fees, travel expenses, printing costs, etc. This will NOT be a cost-plus contract.**